Organization Information

Organization Name:	Morton Hospital
Address:	88 Washington Street
City, State, Zip:	Taunton, Massachusetts 02780
Website:	www.mortonhospital.org
Contact Name:	Julie Masci
Contact Title:	Sr. Director of Marketing, Community Relations & Support Services
Contact Department (Optional):	Public Affairs
Phone:	(508) 828-7015
Fax (Optional):	Not Specified
E-Mail:	julie.masci@steward.org
Contact Address: (Optional, if different from above)	88 Washington Street
City, State, Zip: (Optional, if different from above)	Taunton, Massachusetts 02780
Organization Type:	Hospital
For-Profit Status:	For-Profit
Health System:	Steward Health Care System
Community Health Network Area (CHNA):	Greater Attleboro-Taunton Health & Education Response(CHNA 24),
Regions Served:	Berkley, Bridgewater, Dighton, East Bridgewater, Lakeville, Middleborough, Norton, Other-Southeastern MA, Raynham, Rehoboth, Taunton,

Mission and Key Planning/Assessment Documents

Community Benefits Mission Statement:

Morton Hospital's community benefits mission and the guiding philosophy of our community initiatives is to establish a data-driven, evidence-based Community Benefits Program that improves the status of our community and provides access to comprehensive, high quality, compassionate, and efficient health services in the community setting.

We accomplish this by:

- Assessing and addressing the unmet health needs of our community
- Participating on local action committees/task forces
- Providing accessible, high quality care and services to everyone in our community, regardless of their ability to pay

- Collaborating with staff, providers, and community representatives to deliver meaningful programs that address statewide health priorities and local health issues

- Encouraging the community to engage in healthy lifestyles, be active participants in their health care, and to learn of the risks associated with unhealthy behaviors and poor lifestyle choices.

This community benefits philosophy expands upon the mission of Morton Hospital to identify and address community needs; particularly those that affect the health and wellness of residents throughout the greater Taunton area. Morton Hospital aims to provide culturally-sensitive, linguistically-appropriate, accessible health care services to the communities it serves. The Hospital fosters an internal environment that encourages involvement in community benefit activities and includes in its mission and goals the development of organization-wide cultural diversity programming, addressing the cultural needs of our community.

Target Populations:

Name of Target Population	Basis for Selection
	High incidence of obesity and associated co-morbidities in greater Taunton community; Community Health

	Needs Assessment; Community Benefits Advisory Council
Uninsured and/or underinsured residents in the hospital's service area	Need for greater health care access for uninsured/underinsured; higher uninsured rate in specific towns in hospital service area compared to MA average; Community Health Needs Assessment; Community Benefits Advisory Council
Individuals dealing with substance use disorder	Incidence rate of substance use disorders in community served; Community Health Needs Assessment; Community Benefits Advisory Council
Behavioral health patients; individuals with or at risk for mental health disorders	High incidence of behavioral health issues, as well as ongoing behavioral health stigma, in greater Taunton community
Individuals at risk for or diagnosed with chronic diseases like cancer, diabetes, heart disease and lung disease	High incidence rate of chronic diseases in service area; Community Health Needs Assessment; Community Benefits Advisory Council
Residents without a primary care provider	High incidence rate of patients without an established PCP; high incidence of chronic diseases which are best managed/prevented by having a primary care provider; Community Health Needs Assessment; Community Benefits Advisory Council
Unemployed residents (of working age)	High unemployment rate in Taunton and within hospital service area; Community Health Needs Assessment
Students/youth within hospital service area	Need for student mentoring/education to transition youth to career opportunities (low high school graduate rate in Taunton; low employment rate as identified in needs assessment); Community Health Needs Assessment
Taunton community	Taunton maintains the highest rates of poor health and wellness, and many social determinants of health within the Taunton community play a significant role in overall community wellness; Community Health Needs Assessment; Community Benefits Advisory Council
People with, at risk for, or suspected of having COVID- 19	COVID-19 pandemic spread across service area and state; World Health Organization Pandemic Declaration

Publication of Target Populations: Website

Community Health Needs Assessment:

Date Last Assessment Completed:

2021

Data Sources:

Community Focus Groups, Consumer Groups, Hospital, Interviews, Other, Surveys, Publicly available health data/statistics from DPH, etc.

CHNA Document: 2021 COMMUNITY HEALTH NEEDS ASSESSMENT - MORTON HOSPITAL.PDF

Implementation Strategy:

Implementation Strategy Document:

2022 IMPLEMENTATION STRATEGY.PDF

Key Accomplishments of Reporting Year:

In 2022, Morton Hospital enhanced its focus on initiatives related to our key community benefits priorities, particularly: substance use disorder support, mental health support, improving access to care, unemployment support, and educational advancement and support.

Substance Use Disorder Support:

After opening our new Level IV Inpatient Substance Use Disorder Treatment Unit ("MORCAP") in December of 2021, we expanded our efforts to generate new inpatient referrals to the program by outreaching to key community partners, providers, other hospitals in the region and additional referral sources. Throughout 2022, MORCAP maintained an average daily inpatient census of 10 patients. While the program did attract patients from within the hospital's primary service area, the majority of patients referred to the program came from various other communities within the region and across the state. We also introduced the MORCAP Intensive Outpatient Program ("IOP") in 2022 and held weekly group support programs.

Mental Health Support:

The demand for mental health services grew in 2022, and in response, Morton Hospital added two additional providers to the hospital's Department of Psychiatry and Behavioral Health. The department welcomed Rebekah McHoul, RN, MSN, CNP, and Maura Davis, NP. The hospital also developed and introduced a new Electroconvulsive Therapy (ECT) program accredited by the Department of Mental Health, as an additional treatment option for many types of mental and emotional conditions diagnosed in patients. Lastly, the psychiatry program maintained a commitment to supporting the mental wellbeing of hospital employees by offering drop-in hours specifically for staff.

Improving Access to Care:

Morton Hospital expanded its primary care base with the addition of seven (7) new primary care providers throughout the year. The providers joined practices in Taunton, Raynham and Lakeville. In addition, specialists were added in the areas of medical weight loss and substance use disorder treatment.

Unemployment Support:

Efforts to recruit and employ new staff increased exponentially in 2022. The hospital grew its Human Resources Department, implemented new recruitment initiatives, and hosted a total of 13 hiring events throughout the year. The hospital also facilitated three (3) New Nurse Graduate Programs aimed at giving new graduates the skills, education and hands-on learning to transition into fulltime nursing careers. Six new graduates completed the program.

Educational Advancement & Support:

Our hospital leadership team collaborated with our union and community partners to develop and implement several training and development programs including:

- Sterile Processing Tech Apprenticeship Program
- Phlebotomy Apprenticeship Program
- Radiology Tech Apprenticeship Program
- ED Residency Program
- ICU Residency Program
- MHA Training Program

We also continued multiple internship programs, including a medic internship program with 20-30 students participating annually; nursing preceptor programs in collaboration with multiple schools including Brockton Hospital School of Nursing, Northeastern, Regis, Salve Regina and Massachusetts College of Pharmacy and Health Sciences; and nursing student rotations from BayState College, Laboure College and Bristol Community College.

Additional achievements:

- Continued efforts to encourage staff to be vaccinated against COVID-19, and hosted two staff vaccination clinics in 2022.

- Worked with community partners representing various sectors to successfully post an RFP to the community to support a Mental Health First Aid program and enhance mental health awareness and interventions among youth and disadvantaged populations. Applications were reviewed and a grantee was selected by the Community-Based Health Initiative (CHI) Committee to carry out the proposed interventions.

- Maintained deep involvement within the community, serving on various boards and committees, as well as providing more than \$75,000 in sponsorships and donations to community organizations to support capacity building and other important health and wellness related strategies.

- Finalized our triennial Community Health Needs Assessment in collaboration with outside consultants.

Plans for Next Reporting Year:

Plans for 2023 include:

1. Implement Year 1 of our Community-Based Health Initiative (CHI) through DoN funding to the Boys & Girls Clubs of Metro South to support their strategies aimed at increasing mental health awareness and interventions among youth and disadvantaged populations.

2. Continue to grow our presence in our community and support capacity-building efforts of our community partners through donations and sponsorship opportunities.

3. Further develop our newly-created ED Residency and ICU Residency programs and increase participation in both.

4. Enhance our involvement with key community partners and collaborations whose missions are aligned with our community benefits priorities. This includes expanding our involvement with community-based committees like the Community Crisis Intervention Team.

5. Update our annual Implementation Strategy to incorporate findings and address health and wellness trends identified in our triennial Community Health Needs Assessment, completed in 2021 and finalized in Q1 of 2022.

Self-Assessment Form: Hospital Self-Assessment Form - Year 1

Community Benefits Programs

Behavioral Health Navigator Program

Program Type Program is part of a grant or funding provided to an outside	Direct Clinical Services No
organization	
Program Description	Our behavioral health navigators assess behavioral health crisis patients in the Emergency Department, work with the Norton Crisis Center and community partners to place patients as needed, and provide assistance to crisis patients who are inpatients and in need of a psychiatric inpatient placement. Providers from our Department of Psychiatry and Behavioral Health also provide consultation and support to Emergency Department patients.
Program Hashtags	, , , Health Screening, Prevention,
Program Contact Information	Nancy Tully, 781-278-6561, 30 Perwal Street, Westwood, MA 02090

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Ensure behavioral health patients are connected with outpatient or inpatient care as needed.	Ongoing. In 2022, the hospital's behavioral health navigators completed 2,402 behavioral health evaluations in the hospital's Emergency Department.	Process Goal	Year 5 of 10

EOHHS Focus Issues	Mental Illness and Mental Health, Substance Use Disorders,
DoN Health Priorities	N/A,
Health Issues	Health Behaviors/Mental Health-Depression, Health Behaviors/Mental Health-Mental Health, Social Determinants of Health-Access to Health Care, Substance Addiction-Alcohol Use, Substance Addiction-Opioid Use, Substance Addiction-Substance Use,
Target Populations	 Regions Served: All Massachusetts, Environments Served: All, Gender: All, Age Group: All, Race/Ethnicity: All, Language: All, Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Community Counseling of Bristol County	www.comcounseling.org

Program is part of a grant or funding provided to an outside organization	No
Program Description	Morton Hospital works in collaboration with Steward Medical Group at its Center for Weight Control in response to the high incidence rate of obesity and obesity-related chronic diseases in the greater Taunton community. The center offers both medical and surgical weight loss/weight control options, as well as bi-monthly weight loss support groups.
Program Hashtags	, Community Education, Prevention, Support Group,
Program Contact Information	Kristine Smith, 508-301-2434, 91 Washington Street, Taunton MA 02780

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Decrease the incidence rate of obesity in the greater Taunton community	Ongoing	Outcome Goal	Year 6 of 10
Increase participation in the hospital's monthly weight loss info session/support groups by 10%	Ongoing - support programs in 2022 maintained an average of 1-3 participants per session.	Outcome Goal	Year 2 of 3

EOHHS Focus Issues	Chronic Disease with focus on Cancer, Heart Disease, and Diabetes,
DoN Health Priorities	N/A,
Health Issues	Chronic Disease-Cardiac Disease, Chronic Disease-Diabetes, Chronic Disease-Overweight and Obesity, Health Behaviors/Mental Health-Physical Activity, Social Determinants of Health-Access to Healthy Food, Social Determinants of Health-Nutrition,
Target Populations	 Regions Served: All Massachusetts, Environments Served: All, Gender: All, Age Group: Adults, Race/Ethnicity: All, Language: All, Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Steward Medical Group	locations.steward.org

Community Health Advocate Program

Program Type	Access/Coverage Supports
Program is part of a grant or funding provided to an outside organization	No
Program Description	Via the Community Health Advocate Program and Patient Financial Counselors, Morton Hospital strives to connect low-income and underserved individuals with health insurance coverage. In 2022, these staff assisted patients and community members in completing 714 insurance coverage applications.
Program Hashtags	Community Education,
Program Contact Information	Maria Leal 88 Washington Street, Taunton, MA 508-828-7080

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Assist at least 300 community members annually in obtaining health	Successful: 714 total individuals assisted in 2022	Process Goal	Year 5 of 5

EOHHS Focus Issues	N/A,
DoN Health Priorities	N/A,
Health Issues	Social Determinants of Health-Access to Health Care, Social Determinants of Health- Uninsured/Underinsured,
Target Populations	 Regions Served: All Massachusetts, Environments Served: All, Gender: All, Age Group: All, Race/Ethnicity: All, Language: All, Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Not Specified	Not Specified

Community Support & Capacity Building

Program Type	Infrastructure to Support CB Collaboration
Program is part of a grant or funding provided to an outside organization	No
Program Description	In 2022, the hospital provided more than \$75,000 in donations and sponsorship funding to community organizations. Funding was provided to various organizations, including organizations whose mission and work is focused on the areas of youth development, child and family services, health and human services, chronic disease support, primary and preventive care, access to care, substance use disorder treatment and prevention, and more. The hospital also supports community-based initiatives by serving on various boards and committees throughout greater Taunton.
Program Hashtags	Not Specified
Program Contact Information	Julie Masci, 508-828-7015, Morton Hospital, 88 Washington Street, Taunton

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Maintain hospital leadership representation on at least 5 community organization boards/task forces.	Successful - in 2022, members of the Morton Hospital leadership team sat on 6 community boards and/or task forces, including: Taunton Area Chamber of Commerce, Cranberry Country Chamber of Commerce, Old Colony Y of Taunton, Our Daily Bread Meal & Resource Center, Girls Inc., Taunton Area Community Table	Process Goal	Year 1 of 5

EOHHS Focus Issues DoN Health Priorities Health Issues	Housing Stability/Homelessness, Education, Housing, Social Environment, Chronic Disease-Diabetes, Social Determinants of Health-Education/Learning, Social Determinants of Health-Homelessness, Social Determinants of Health-Income and Poverty,
Target Populations	 Regions Served: Lakeville, Middleborough, Norton, Raynham, Taunton, Environments Served: All, Gender: All, Age Group: All, Race/Ethnicity: All, Language: All,

Additional Target Population Status: Not Specified

Partner Name and Description	Partner Website
Associates for Human Services	www.ahs.org
Taunton Kiwanis Club	https://tauntonkiwanis.org/
Our Daily Bread Food & Resource Center	tauntonsoupkitchen.org
Boys & Girls Clubs of Metro South	bgcmetrosouth.org
Taunton Area Chamber of Commerce	tauntonareachamber.org
Cranberry Country Chamber of Commerce	cranberrycountry.org
Girls Inc.	girlsinctaunton.com
Manet Community Health Center	manetchc.org

COVID-19 Response, Testing and Vaccination

Program Type	Total Population or Community-Wide Interventions
Program is part of a grant or funding provided to an outside organization	No
Program Description	While cases of COVID-19 throughout the community and within the hospital decreased in 2022, the hospital continued to work with community partners on the prolonged response to the pandemic state of emergency. We participated in regional pandemic response meetings, continued to provide pre-operative COVID-19 testing for patients, and hosted two additional vaccination clinics for our staff.
Program Hashtags	Community Education, Health Screening, Prevention,
Program Contact Information	Krystal Hilton, 508-828-7155, 88 Washington Street, Taunton, MA 02780

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Coordinate with local and regional entities to participate in a unified response to the COVID-19 pandemic	Ongoing. The hospital continued to work with local and regional entities throughout 2022.	Process Goal	Year 3 of 2
Reduce the rate of COVID-19 in the greater Taunton community by utilizing hospital resources to support testing, vaccination and other initiatives.	Successful - in 2022, the rate of COVID-19 throughout the community decreased by the end of the year, and incidences of COVID-19 within the hospital also decreased.	Outcome Goal	Year 3 of 2
Achieve 100% compliance with staff vaccination or declination to support the reduced spread of COVID-19	Successful - the hospital maintained 100% compliance with staff COVID-19 vaccination or declination due to medical or religious reasons. Two additional staff vaccination clinics were offered onsite at the hospital in 2022, with a total of 23 vaccinations provided.	Outcome Goal	Year 1 of 1

EOHHS Focus Issues	Not Specified
DoN Health Priorities	Not Specified
Health Issues	Infectious Diseaseâ€"COVID-19,
Target Populations	 Regions Served: All Massachusetts, Environments Served: All, Gender: All,

• Age Group: Adults,

- Race/Ethnicity: All,
- Language: All,
- Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Not Specified	Not Specified

Educational Advancement & Support

Program Type Program is part of a grant or funding provided to an outside organization	Total Population or Community-Wide Interventions No
Program Description	The hospital's leadership team collaborates with our human resources team, professional development team, union partners and community partners to offer a variety of professional and career development programs for current and prospective employees. Programs include new nurse graduate residency programs, ED and ICU residency programs, and various apprenticeship programs. The overall goal of these programs is to provide training opportunities to help transition individuals into new careers and build their skill sets to help them gain employment in their desired fields.
Program Hashtags	Health Professional/Staff Training, Mentorship/Career Training/Internship,
Program Contact Information	Krystal Hilton, Morton Hospital, 88 Washington Street, Taunton, 508-828-7155

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Create new ICU and Emergency Department residency programs and increase participation in both year over year.	In progress: programs were developed in 2022 with participation starting in 2023.	Outcome Goal	Year 1 of 3

EOHHS Focus Issues	Not Specified
DoN Health Priorities	Education, Employment,
Health Issues	Social Determinants of Health-Education/Learning,
Target Populations	 Regions Served: All Massachusetts, Environments Served: All, Gender: All, Age Group: Adults, Teenagers, Race/Ethnicity: All,

• Language: All,

• Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Brockton Hospital School of Nursing	www.signature-healthcare.org>bhson
Northeastern University	northeastern.edu
Regis College	regiscollege.edu
Salve Regina University	salve.edu
Massachusetts College of Pharmacy and Health Sciences	mcphs.edu
Bay State College	baystate.edu

Laboure College	laboure.edu
Bristol Community College	bristolcc.edu

MORCAP (Morton Comprehensive Addiction Program)

Program Type	Direct Clinical Services
Program is part of a grant or funding provided to an outside organization	No
Program Description	MORCAP is Morton Hospital's Level 4 Substance Use Disorder Treatment Unit opened in December of 2021. The program includes a 32-bed inpatient program as well as an Intensive Outpatient Program.
Program Hashtags	, Health Screening, Prevention, Support Group,
Program Contact Information	Krystal Hilton, Chief Nursing Officer/Chief Operating Officer, 88 Washington Street, Taunton, MA 02780

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Increase the number of patients provided with comprehensive SUD treatment.	Ongoing - while the hospital was successful in expanding the number of open inpatient beds on the MORCAP unit from 18 to 32 in 2022, the demand for the inpatient beds did not reach the anticipated levels. Various efforts to increase volume were implemented throughout the year.	Outcome Goal	Year 2 of 3
EOHHS Focus Issues	Substance Use Disorders,		
DoN Health Priorities	Not Specified		

Health Issues	Substance Addiction-Alcohol Use, Substance Addiction-Opioid Use, Substance Addiction- Substance Use,
Target Populations	Regions Served: All Massachusetts,

- Regions Served: All Massachusetts,
 - Environments Served: All,
 - Gender: All,
 - Age Group: Adults,
 - Race/Ethnicity: All,
 - Language: All,
 - Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Not Specified	Not Specified

Outpatient Psychiatry Clinic	
Program Type	Direct Clinical Services
Program is part of a grant or funding provided to an outside organization	No
Program Description	The Outpatient Psychiatry Clinic was opened as a new service line in January of 2020, under the direction of the hospital's Chief of Psychiatry. The clinic provides outpatient treatment and support for patients experiencing a variety of mental health conditions. Since its inception, we have been successful in growing our psychiatry provider team and introducing new treatment options. The clinic volume has grown year over year in response to the demand from within the community.
Program Hashtags	Health Screening, Prevention,

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Expand capacity of Outpatient Psychiatry Clinic by recruiting additional psychiatry specialists	Successful - in 2022, the hospital recruited two additional NPs to the psychiatry team and was able to increase capacity to accommodate patient demand.	Process Goal	Year 3 of 3
EOHHS Focus Issues DoN Health Priorities Health Issues	Mental Illness and Mental Health, Substance Use Disorders, Social Environment, Violence, Health Behaviors/Mental Health-Depression, Health Behaviors/Mer	ntal Health-Me	ental Health,
Target Populations	 Regions Served: All Massachusetts, Environments Served: All, Gender: All, Age Group: Adults, Race/Ethnicity: All, Language: All, Additional Target Population Status: Not Specified 		

Partners:

Partner Name and Description	Partner Website
Not Specified	Not Specified

Plymouth County Outreach (PCO) Program

Program Type	Community-Clinical Linkages
Program is part of a grant or funding provided to an outside organization	No
Program Description	Morton Hospital supports the Plymouth County Outreach (PCO) Program in implementing its opiate outreach program by extending and referring the PCO's services to patients and families presenting to the hospital for substance use disorder-related reasons, who could benefit from additional support and intervention.
Program Hashtags	Community Education, Health Screening, Prevention,
Program Contact Information	Patrick Lofgren, 508-828-7108, Morton Hospital, 88 Washington Street, Taunton

Program Goals:

Goal Description	Goal Status	Goal Type	Time Frame
Via referral, connect substance use disorder patients and families with additional resources following discharge from the hospital.	Ongoing	Process Goal	Year 1 of 3

EOHHS Focus Issues	Substance Use Disorders,
DoN Health Priorities	Not Specified
Health Issues	Substance Addiction-Alcohol Use, Substance Addiction-Opioid Use, Substance Addiction- Substance Use,
Target Populations	 Regions Served: All Massachusetts, Environments Served: All, Gender: All

- Gender: All,
- Age Group: Adults, Teenagers,

- Race/Ethnicity: All,
- Language: All,
- Additional Target Population Status: Not Specified

Partners:

Partner Name and Description	Partner Website
Plymouth County Outreach	www.plymouthcountyoutreach.org

Expenditures

Total CB Program Expenditure \$3,676,801.00

CB Expenditures by Program Type	Total Amount	Subtotal Provided to Outside Organizations (Grant/Other Funding)
Direct Clinical Services	\$3,400,248.00	Not Specified
Community-Clinical Linkages	\$1,543.00	Not Specified
Total Population or Community- Wide Interventions	\$108,092.00	Not Specified
Access/Coverage Supports	\$105,071.00	Not Specified
Infrastructure to Support CB Collaborations Across Institutions	\$61,847.00	Not Specified
CB Expenditures by Health Need	Total Amount	
Chronic Disease with a Focus on Cancer, Heart Disease, and Diabetes	\$81,048.00	
Mental Health/Mental Illness	\$3,191,145.00	
Housing/Homelessness	\$4,514.00	
Substance Use	\$130,537.00	
Additional Health Needs Identified by the Community	\$269,557.00	
Other Leveraged Resources	Not Specified	
Net Charity Care Expenditures	Total Amount	
HSN Assessment	\$785,237.00	
HSN Denied Claims	\$1,852,323.00	
Free/Discount Care	\$2,738,515.00	
Total Net Charity Care	\$5,376,075.00	
Total CB Expenditures:	\$9,052,876.00	
Additional Information	Total Amount	
Net Patient Service Revenue:	\$152,480,544.00	
CB Expenditure as Percentage of Net Patient Services Revenue:	5.94%	
Approved CB Program Budget for FY2023: (*Excluding expenditures that cannot be projected at the time of the report.)	Not Specified	

Comments (Optional):

In 2022, Morton Hospital also had \$6,294,322 in unreimbursed Medicare services, and \$3,242,804 in unreimbursed Medicaid services.

Optional Information

Hospital Publication Describing CB Initiatives:	Not Specified
Bad Debt:	Not Specified
Bad Debt Certification:	Not Certified
Optional Supplement:	Not Specified